

SC DMH Client Advocacy Report

March 2013

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	7	19
Harris	7	22
Morris Village	5	14
Hall	6	19
Tucker	0	4
Forensics (GEO & Bldg. 1)	15	56
Mental Health Centers	40	112
Total	80	246

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	78	246
Information, Referral & Other Assistance ¹	7	32

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	16	2	8	8	26
2) Admission & Discharge	18	16	11	16	45
3) Information & Advocacy	7	3	2	1	12
4) Physical Environment	8	4		5	12
5) Inpatient Rights	30	30	1	24	61
6) Personal Property & Money	11	11	4	10	26
7) Confidentiality & Consent	4	3	8	7	15
8) Treatment	12	10	85	35	107
9) Other Rights Issues	2	1	14	7	17
Total⁵	108	80	133	113	321

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

³ Forensics: Just Care & Crafts Farrow Campus.

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	1	1		1	2
b. Excessive Restraint, Seclusion & PRNs	1				1
c. Sexual Abuse		1	1		2
d. Verbal Abuse or Violations of Dignity	13		7	7	20
e. Neglect	1				1
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	6	8		3	14
b. Community Placement (where)	9	2	2	9	13
c. Periodic Court Review	2	2			4
d. Questions, Education & Other	1	4	9	4	14
3) Information & Advocacy					
a. Access to Advocacy	4	2	2		8
b. Access to Legal Resources	2			1	2
c. Questions, Education & Other	1	1			2
4) Physical Environment					
a. Food Quality & Quantity	3	1		2	4
b. Linens, Clothes & Toiletries	1	3		2	4
c. Disrepair of Physical Plant	3			1	3
d. Cleanliness of Facilities	1				1
5) Inpatient Rights					
a. Privacy	3			2	3
b. Safety	1	3		2	4
c. Freedom, Privileges & Fairness	11	15		7	26
d. Communication	4	7		6	11
e. Health Care	11	5	1	7	17
6) Personal Property & Money					
a. Property	6	6		4	12
b. Money, Entitlements, Rep. Payee	4	3		4	7
c. Billing Issues	1		2	1	3
d. Other Non-DMH Issues		2	2	1	4
7) Confidentiality & Consent					
a. Access to Records & Information	1	2	6	3	9
b. Breach of Confidentiality	3		2	3	5
c. Issues of Consent, Confidentiality, etc.		1		1	1
8) Treatment					
a. Eligibility for Services	1		13	4	14
b. Accessibility to Staff & Treatment	4		29	9	33
c. Individualized, Client-Driven	5	4	40	19	53
d. Right to Refuse Treatment	2	6	3	3	7
9) Other Rights Issues					
a. Work, Compensation & Education	1	1		1	2
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			9	4	9
f. Legal assistance for Non-DMH issues	1		5	2	6